Troubleshooting

System Diagnosis

If your SC7700-RISOGRAPH printing system fails, take the following system diagnosis steps to detect the cause. You can use various diagnosis tools built in this printing system. In case you cannot solve the problem even after taking the following steps, contact your authorized service representative.

Step 1 : Investigating the current system condition

Step 2 : Rebooting the whole system and checking performance

Step 3 : Running self-diagnosis tests

Step 4 : Investigating the data communication routes

Step 5 : Initializing the system and checking performance

<Step 1 : Investigating the current system condition>

1. Check the messages displayed on the computers.
2. Check the status of the SC7700 front panel indicators.
3. Check the control panel indication of the RISOGRAPH.
4. Check cable connection.

<Step 2 : Rebooting the whole system and checking performance>

1. Turn off all connected devices and then turn them on after a few seconds.
2. Send print data from the computer to the SC7700-RISOGRAPH printing station.

<Step 3 : Running self-diagnosis tests>

1. Turn off the SC7700 and then turn it on while holding down the START button on the front panel.
2. Release the START button when a beep sounds approx. 30 seconds later.
3. Check if a self test page is correctly printed on the RISOGRAPH.

<Step 4 : Investigating the data communication routes>

1. Check the SC7700 communication settings in the RISO Console. (See page 103.)
2. Check your network configuration.
3. Replace the cables.
4. Check if the self test page is correctly printed on the RISOGRAPH, using the RISO Console.

<Step 5 : Initializing the system and checking performance>

1. Turn off the SC7700 and then turn it on while holding down both the START button and the STOP button on the front panel.
2. Release the buttons when a beep sounds approx. 30 seconds later. The SC7700 settings will then be initialized and returned to the factory-set (default) ones.
3. Check if the self test page is correctly printed on the RISOGRAPH, using the RISO Console.